# CHARTER FIBERLINK SC-CCO, LLC

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September 25, 2012

#### FILED ELECTRONICALLY

Mr. Charles Terreni, Chief Clerk
Public Service Commission of South Carolina
Synergy Business Park
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Charter Fiberlink SC-CCO, LLC Revised Tariff Filing

Dear Mr. Terreni:

Attached please find electronic tariff revisions filed to Charter Fiberlink SC-CCO, LLC's ("Charter") Tariff(s) No. 3. The following tariff pages listed below carry an effective date of October 2, 2012.

50 <sup>th</sup> Revised Page 2	1 <sup>st</sup> Revised Page 24	9 <sup>th</sup> Revised Page 33.1
Original Page 33.2	5 <sup>th</sup> Revised Page 38	3 <sup>rd</sup> Revised Page 46.1
20 <sup>th</sup> Revised Page 50	6 <sup>th</sup> Revised Page 53.1	-

In this filing, Charter is updating Rules and Regulations for residential and business customers.

Questions regarding this filing may be directed to me at 314 288-3259 or to Larry Bowman at 314 543-5855.

Sincerely,

Betty Sanders

#### Check Sheet

The pages listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective page(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date indicated below.

Page	Revision	Page	Revision	Page	Revision
1 2 3 3.1 4 5 6 7 8 9 10 11 12 13 14 15 16 16.1 16.2 17 18 19 20 21 22 22.1 22.2 23 24 25 26 27 28 28.1 29.2 30.3 30.1	Original 50 <sup>th</sup> Revised* 4 <sup>th</sup> Revised Original 1 <sup>st</sup> Revised Original Original 2 <sup>nd</sup> Revised 3 <sup>rd</sup> Revised 3 <sup>rd</sup> Revised 4 <sup>th</sup> Revised 2 <sup>nd</sup> Revised 2 <sup>nd</sup> Revised 2 <sup>nd</sup> Revised 2 <sup>nd</sup> Revised 3 <sup>rd</sup> Revised 2 <sup>nd</sup> Revised 0riginal 1 <sup>st</sup> Revised 0riginal 1 <sup>st</sup> Revised 3 <sup>rd</sup> Revised 3 <sup>rd</sup> Revised 0riginal 1 <sup>st</sup> Revised 3 <sup>rd</sup> Revised 3 <sup>rd</sup> Revised 3 <sup>rd</sup> Revised 0riginal 3 <sup>rd</sup> Revised Original 3 <sup>rd</sup> Revised Original 0riginal 0riginal 3 <sup>rd</sup> Revised 0riginal 1 <sup>st</sup> Revised 0riginal 0riginal 1 <sup>st</sup> Revised 0riginal 0riginal 1 <sup>st</sup> Revised 0riginal 0riginal 12 <sup>th</sup> Revised 0riginal 12 <sup>th</sup> Revised	30.1.1 30.1.2 30.2 30.3 30.4 31 31.1 32 33 33.1 33.2 34 35 35.1 35.2 36 37 37.1 38 39 40 41 42 42.1 43 44 44.1 45.1 46.1 46.2 46.3 47 47.1 48	4th Revised 4th Revised 2nd Revised 3rd Revised 5th Revised 5th Revised 6th Revised	48.1 48.2 48.2.1 48.3 48.4 48.5 48.6 49 50 50.1 51 52 52.1 53 53.1 54 54.2 55.1 55.2 56 56.1	4 <sup>th</sup> Revised 6 <sup>th</sup> Revised Original 2 <sup>nd</sup> Revised 1 <sup>st</sup> Revised 1 <sup>st</sup> Revised 12 <sup>th</sup> Revised 20 <sup>th</sup> Revised 4 <sup>th</sup> Revised 4 <sup>th</sup> Revised 1 <sup>st</sup> Revised 4 <sup>th</sup> Revised 1 <sup>st</sup> Revised 4 <sup>th</sup> Revised 1 <sup>st</sup> Revised 2 <sup>nd</sup> Revised 0 <sup>nd</sup> Revised 1 <sup>st</sup> Revised 0 <sup>nd</sup> Revised

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<sup>\*</sup>New/Revised this filing

### 3.2.11 Payment for Facilities and Services

The customer is held responsible for all charges for Services rendered and furnished to the Customer including any FCC-approved end user charge, billed monthly in advance. The Customer shall also pay for long distance service charges that may be billed by the Telephone Company, including charges for toll messages in which charges have been reversed and also nonrecurring service charges when billed. The Customer is also responsible for any charges transferred to the Customer's account from terminated accounts billed to the same Customer.



The Telephone Company may provide for the arrangement of a deferred payment plan to enable a residential customer to make payment by installments where the customer is unable to pay the amount due for service. The deferred payment plan may require the affected customer to maintain his/her account current and pay not less than 1/6 of the outstanding balance for a period not to exceed six months. The outstanding balance may include the authorized late payment charge.

### 3.2.12 Construction, Installation and Maintenance Charges

Construction performed under this Section shall be at the sole discretion of the Telephone Company.

Special charges in the form of installation charges, monthly charges, or both are applied in addition to the usual service charges and monthly rates, when, because of the sporadic or occasional nature of the service or an unusual investment or expense, the revenue does not reasonably compensate the Telephone Company, for example:

- A. The facilities are not presently available, and there is no other requirement for the facilities so constructed.
- B. The facilities are provided in remote or undeveloped sections or if the facilities are provided on a temporary basis.
- C. The facilities are of a type other than that which the Telephone Company would normally utilize in the furnishing of its services.
- D. The facilities would be deployed over a route other than that which the Telephone Company would normally utilize in the furnishing of its services.
- E. The facilities would be constructed on an expedited basis.
- F. The facilities would be in a quantity greater than that which the Telephone Company would normally construct.
- G. The facilities would be constructed on a temporary basis until permanent facilities are available.
- H. The facilities would be constructed in advance of Telephone Company's normal construction.
- I. The conditions require the provision of special facilities or unusual methods of plant construction, installation, or maintenance.
- J. The Customer's location requires the use of costly private right-of-way.

Title to all construction, provided wholly or partly at a Customer's expense, is vested in the Telephone Company.

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(M)

(M)

# 4.4 Other Services and Charges (Cont'd)

Name	Description	Maximum Nonrecurring Charge
Add/Change Feature	Add or change a feature	\$10.00
Block Collect Calls	Prevent the acceptance of collect Calls	No Charge
Block International Calling	Prevent originating international long Distance calls	No Charge
Block Third Party Calling	Prevent third party calling	No Charge
Directory Listing Change (See Section 3.2.3)	Change to Directory Listing	\$ 6.50
Downgrade Feature	To downgrade a feature within the first 30 days of install.	\$20.00
Enhanced Directory <sup>1 2</sup> Assistance (See Section 3.2.14)	Provides directory assistance and customized information to requested calls. Enhanced Directory Assistance for certified Physically impaired customers.	\$2.50 per use  No charge
Extended Referral Message (See Section 4.9)	Extends the length of disconnect intercept message from 30 to 60 days	\$ 2.60
Non-Sufficient Fund Charge	Fee Assessed on returned payment	\$25.00
Private Number Service <sup>3</sup>	Number not listed by Directory Assistance or in the telephone directory. Records secured by Company and not provided to other carriers or publishers.	\$10.00 per number, per month
Telephone Number Change	Change telephone number	\$26.00 per change

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<sup>&</sup>lt;sup>1</sup> Directory Assistance Service is being replaced by Enhanced Directory Assistance Service as of July 9, 2007

<sup>&</sup>lt;sup>2</sup> Effective 6/26/12 this service will be at no charge, for the first 1000 calls per month, to new subscribers of Unlimited Long Distance calling packages.

<sup>&</sup>lt;sup>3</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request at no charge. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

Charter Fiberlink SC-CCO, LLC Local Exchange Services Tariff

SC PSC Tariff No. 3 Original Page 33.2

# 4.4 Other Services and Charges (Cont'd)

Name	Description	Maximum Nonrecurring Charge	
Bill Copy	Assessment for additional copy of customer bill.	\$ 4.00 per copy	(M) (M)
Late Payment Charge	Fee assessed to accounts having an unpaid balance from prior billing period.	Refer to Code of Regulations 103-622.2	(N)   (N)
Toll Restriction	Block long distance calling originating from a specified telephone line	No Charge	(M) (M)

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#### 5. Business Services

#### 5.1. Rules and Regulations

The regulations specified herein are in addition to the rules contained throughout this Tariff and other tariffs of the Telephone Company. Failure on the part of customers to observe these rules and regulations of the Telephone Company automatically gives the Telephone Company the right to cancel the contract and discontinue the furnishing of service.

The Telephone Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

Products and Services are available as stated herein, where technically feasible. The quantity of business lines, per customer location, is dependent on the technical feasibility at that specific location. Additional construction and facilities may be required at the customer's expense. The customer must pay for any special construction prior to the activation of service and/or cancellation of contract. All charges are due and payable upon receipt of the bill.

Customer agrees to pay any sales, use, property, excise or other taxes, franchise fees, and governmental charges (excluding income taxes), including, without limitation, applicable state property taxes. A copy of the Customer's tax exemption document, if applicable, must be provided to Charter to certify tax-exempt status. Tax-exempt status shall not relieve Customer of its obligation to pay any applicable franchise fees or mandated federal and state surcharges.

The Customer is responsible for any fraudulent or misuse of service that occurs through Customer's account whether by a member of Customer's business or an authorized or unauthorized third-party. Misuse of service could include PBX Hacking, modem hijacking, excessive usage of international calling, and 411 directory assistance calls and other per-use charges. The Customer is responsible for payment of the fraudulent calls, whether originated from the customer's premises or from remote locations.

Customers who purchase only Charter Business local exchange and long distance services and do not purchase any other Charter Business services, including affiliate services, will be required to sign up for automatic payment prior to installation of local and long distance services. The customer must maintain a valid account with automatic payment for not less than six (6) months from the date the Business Telephone Service is installed or be subject to disconnection.

### 5.2. Rights of the Telephone Company

No express or implied waiver by the Telephone Company of any event of default shall in any way be a waiver of any further subsequent event of default. Nothing herein, including, but, not limited to Termination, shall relieve the Customers of its obligation to pay the Telephone Company all amounts due.

The Customer shall be in default in the event that the Customer does one (1) or more of the following (each individually to be considered a separate event of default) and the Customers fails to correct each noncompliance within twenty (20) days of receipt of written notice in cases involving non-payment or within thirty (30) days of receipt of written notice in cases involving any other noncompliance:

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SC PSC Tariff No. 3 3<sup>rd</sup> Revised Page 46.1 Replaces 2<sup>nd</sup> Revised Page 46.1

(N)

(N)

# 5.7.3. Other Services and Charges (cont'd)

Name	Description	Maximum Charge	
Late Payment Charg	e Fee assessed to accounts having an unpaid balance from prior billing period.	(1)	(N)  - (N)
Seasonal Suspensio	Allows a telephone account to Remain active while suspending Service for up to 3, 4, 5, or 6 Consecutive months. Only 1 allowed per calendar year.	\$ 13.00 per line per month	
Voice Trunk Overflov	Allows calls to automatically overflow from one or more Voice Trunks at one location to one or more Voice Trunks at another location.	\$50.00 per Voice Trunk per month	

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<sup>&</sup>lt;sup>1</sup> Code of Regulations 103-622.2 A maximum of one and one half percent (1 1/2 %) may be added to any unpaid balance brought forward from the previous billing date to cover the cost of collection and carrying accounts in arrears. This method of late payment charge will be made in lieu of any other penalty.

### Appendix A - Current Price List for Residential Services (cont'd)

Section	Service Description	Current Monthly <u>Charge</u>	Current Non-Recurring <u>Charge</u>	
		33.30	<u> </u>	
4.3	Custom Calling Features (cont'd) Caller ID <sup>1</sup>	\$ 6.75		
4.3 4.3				
4.3 4.3	Caller ID Blocking Custom Ring <sup>1</sup>	No Charge \$ 3.50		
4.3	Distinctive Ring <sup>2</sup>	\$ 3.50		
4.3	Repeat Dialing <sup>1</sup>	\$ 3.30 \$ 1.75		
4.3	Selective Call Acceptance <sup>1</sup>	\$ 4.00		
4.3	Speed Dial 8 <sup>1</sup>	\$ 4.00		
4.3	Speed Dial 30 <sup>2</sup>	\$ 6.00		
4.3	Three Way Calling <sup>1</sup>	\$ 2.75		
4.3	Auto Call Back	Ψ 2.70	\$ .90 per use	
4.5	Adio Call Dack		\$ 9.00 maximum per mo.	
4.3	Auto Busy Redial		\$ .90 per use	
4.0	Auto Busy Redian		\$ 9.00 maximum per mo.	
			\$ 0.00 maximan por mo.	
4.4	Other Services and Charges			
4.4	Add/Change Feature		No Charge	
4.4	Block Collect Calls		No Charge	
4.4	Block Third Party Calling		No Charge	
4.4	Block International Long		•	
	Distance Calling		No Charge	
4.4	Directory Assistance for		_	
	Physically Impaired		No Charge	
4.4	Directory Listing Change		\$ 5.00	
4.4	Enhanced Directory Assistance <sup>3</sup>		\$ 1.99 per use	
4.4	Extended Referral Message		\$ 2.00	
4.4	Late Payment Charge		No Charge	(N)
4.4	Non-Listed Number <sup>1</sup>	\$ 2.60		
4.4	Non-Published Number <sup>1</sup>	\$ 3.25		
4.4	Operator Assisted Calls⁴			
4.4	Private Number Service <sup>2</sup>	\$ 3.25		
4.4	Telephone Number Change		\$ 20.00	
4.4	Toll Restriction		No Charge	

Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

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<sup>&</sup>lt;sup>2</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1-Definitions and Terms reparding Grandfathered Service

Terms regarding Grandfathered Service.

<sup>3</sup> Effective 6/26/12 this service will be at no charge, for the first 1000 calls per month, to new subscribers of Unlimited Long Distance calling packages.

Long Distance calling packages.

<sup>4</sup> Local Operator Services are provided by the Company via a contractual agreement through a third party vendor. Rates per call are given upon request and are as quoted by the operator.

# Appendix C - Current Price List for Business Services

<u>Section</u>	Service Description	Current Monthly <u>Charge</u>	Current Non-Recurring <u>Charge</u>	
5.7.3	Other Services a Late Payment Cha	nd Charges (cont'd) arge	No Charge	(N)
5.7.4	Regular Time: Mo 8a Overtime: M 8p	Message Change Change Charge er Change B or more lines) k on new existing account ection  atch) (Note 1) ing Jack (Note 1) ce(customer caused incidenSat a.m8p.m. onSat c.m. — 8a.m. undays & Holidays Forwarding on charge per	\$ 2.00 \$ 10.00 \$ 25.00 \$ 20.00 \$ 50.00 \$ 25.00 \$ 30.00 \$ 75.00 \$ 30.00 \$ 75.00 \$ 75.00 \$ 115.00 per dispatch \$ 230.00 per dispatch \$ 25.00 \$ 150.00	

Note 1: Nonrecurring charges include the service dispatch charge

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